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PATENT
9D-EC-19348

THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Ruppelt et al.

Serial No.: 09/480,589

Filed: January 10, 2000

For: METHOD, SYSTEM, AND PROGRAM
PRODUCT FOR ON-LINE SERVICE
CALL SCHEDULING

**ASSOCIATE POWER OF ATTORNEY AND
CHANGE OF CORRESPONDENCE ADDRESS**

Commissioner for Patents
Washington, D.C. 20231

The undersigned, **H. Neil Houser**, having been appointed attorney-of-record in the above identified application hereby appoints the following attorneys or agents, with full power of substitution and revocation, to prosecute this application and transact all business in the Patent and Trademark Office connected therewith:

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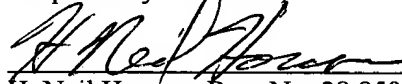
This power of attorney appointment does not revoke previously granted powers of attorney, and all previously granted powers of attorney remain in effect.

Please direct all correspondence in connection with said application to:

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Respectfully submitted,


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